

SCHOOL IMPROVEMENT PROGRAMS

Training and advisory services

GPRA Measures

Measure: The percentage of customers reporting an increase in awareness or knowledge resulting from technical assistance provided.

Year	Target (Combined Only)	Combined Actual	Awareness Actual	Knowledge Actual
2017		82%	82%	76%
2018	85%	80	80	75
2019	83	84	81	84
2020	86			
2021	88			

Additional information: Customers were asked whether they increased their awareness or knowledge and, if so to what extent, on different topics for which they received assistance. The “Combined Actual” percentage is the higher of the two reported percentages for Awareness and Knowledge.

Measure: The percentage of customers who report changed policies or practices related to providing students with a full opportunity for participation in all educational programs regardless of their sex, race, religion, and national origin.

Year	Target	Actual
2017		76%
2018	79%	75
2019	78	75
2020	78	
2021	81	

Additional information: Customers were asked if their organizations developed, improved, or implemented such policies or practices on different topics for which they received assistance.

Measure: The percentage of customers reporting an increase in capacity resulting from technical assistance provided.

Year	Target	Actual
2017		74%
2018	77%	71
2019	74	89
2020	90	
2021	90	

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Additional information: Customers were asked whether their organizations received assistance to (1) build inclusive leadership, (2) identify and/or leverage mutually beneficial relationships or partnerships, or (3) obtain and/or leverage tangible materials or systems, and, if so, the extent to which their capacity increased after receiving assistance from the EAC. Data reflect the percentage of respondents who said their capacity increased to a moderate or great extent in at least one of these ways.

Project Measures

Measure: The percentage of technical assistance requests received from organizations that were accepted during the performance period.

Year	Target	Actual
2017		95%
2018	96%	96
2019	97	98
2020	98	
2021	98	

Additional information: Data are from EAC grantee annual performance reports.

Measure: The percentage of technical assistance requests received from new (not previously served by the EAC) organizations during the performance period.

Year	Target	Actual
2017		61%
2018	68%	72
2019	75	41
2020	48	
2021	55	

Additional information: Data are from EAC grantee annual performance reports. The significantly lower percentage on this measure in 2019 may be due to the high number of existing clients who reported high satisfaction with the services received and requested additional services in this school year than in previous years. The Department expects that, due to an overall increase in the number of requests received and an increase in the number of returning clients, this percentage may remain static in the final 2 years of the performance period.

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Measure: The percentage of customers willing to request additional technical assistance and/or refer another organization to an EAC for technical assistance during the performance period.

Year	Target (Combined Only)	Combined Actual	Request Additional Actual	Refer Actual
2017		83%	79%	83%
2018	85%	86	84	86
2019	88	89	89	87
2020	91			
2021	93			

Additional information: Customers were asked (1) how likely they were to request additional assistance from the EAC and (2) how likely they were to refer another agency to an EAC for technical assistance.